



This Help Document provides you with information on utilizing the Oracle Collaboration Suite (OCS) Instant Messaging capabilities within Web Conferencing. Please note that users can also download the Oracle Instant Message client through the *Collaboration Resources* page; this type of Instant Messaging can only be utilized within Web Conferencing.

How do I initiate an Instant Message?

To begin an Instant Message conversation with another meeting participant, follow the steps below.

1. Select the word bubble icon, as seen in Figure 1. A chat screen will be displayed. Then, select the participant with whom you would like to communicate by using the drop down menu adjacent to the word bubble icon.

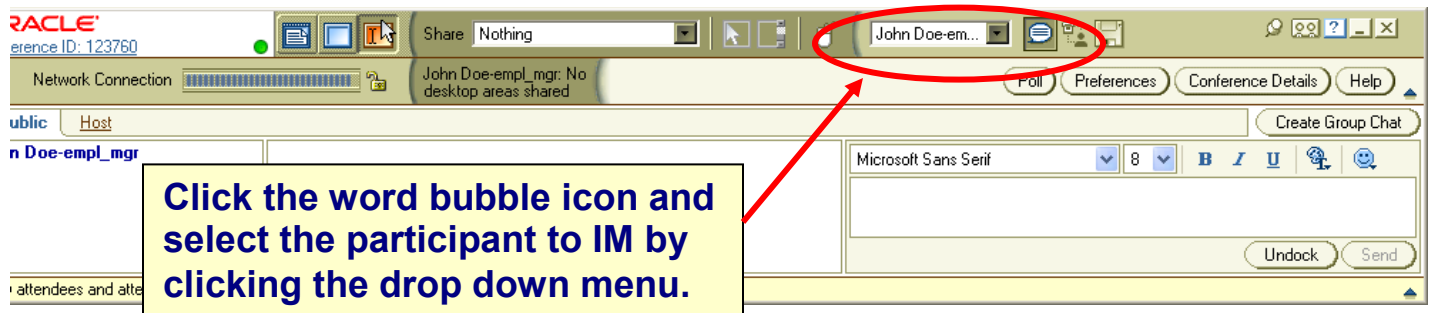


Figure 1: Participant Selection

2. Type text into the editable box on the far right of the screen, as seen in Figure 2. Once text appears as you would like it to be sent, click *Send*.

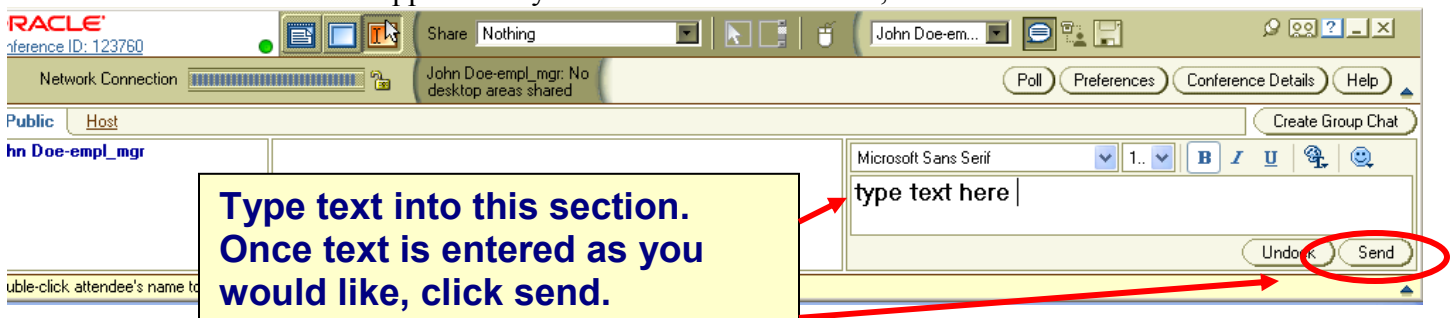


Figure 2: Beginning Instant Message Chat

3. Once the text has been sent, that content will be displayed to all participants who are listed on the left side of the screen, as shown in Figure 3. To continue a conversation, repeat steps 1-3.

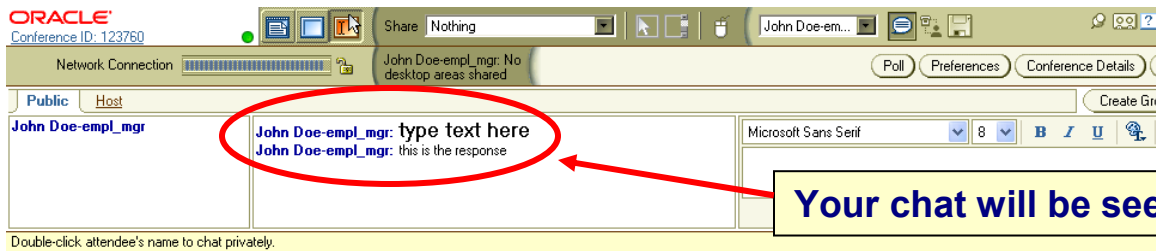


Figure 3: Instant Message Chat Screen

4. To make your chat private (viewable to only one person), double click on the attendee's name. Continue to utilize the chat function the same way as instructed in Steps 1-3.

How do I Modify Chat Preferences?

You may modify your chat preferences by following the steps below.

1. Select the *Preferences* button on the IM console. A pop-up window will be displayed. Select the Chat tab in which you may make your selections. See Figure 4 below.

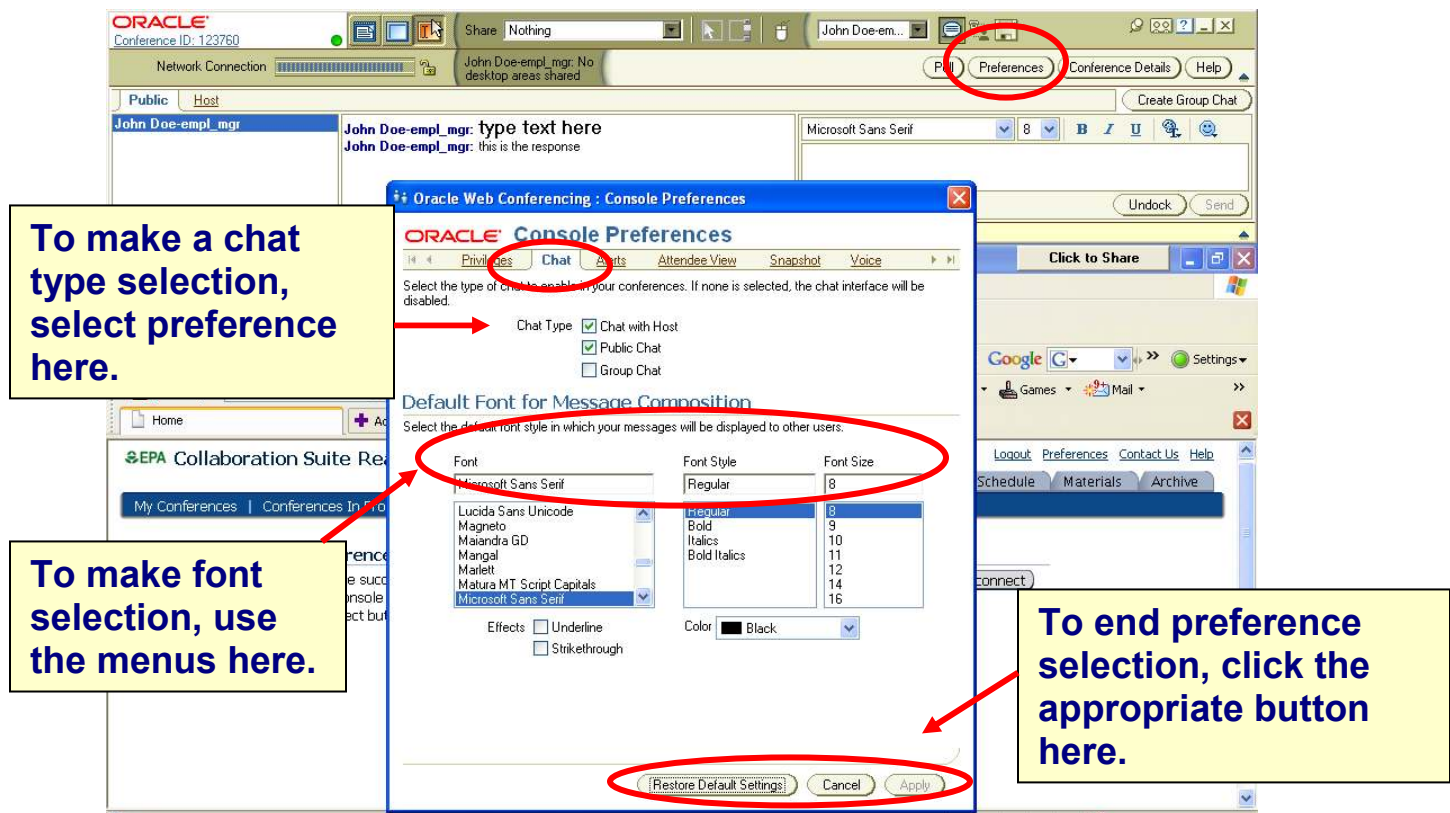


Figure 4: Chat Preferences



2. You may select the privacy level for your chat by selecting the appropriate box for “Chat Type.” Following is a description of each chat type option:
 - a. Chat with Host – To communicate with only the Chat Host, this option will provide the privacy required.
 - b. Public Chat – The public chat can be seen by other members of the Web Conference, even if they are not involved that that specific dialogue.
 - c. Group Chat – To communicate with all parties involved in the Web Conference, select this option.
3. Use the menus below the “Default Font for Message Composition” header to select a font and style. See Figure 4.
4. Click *Apply* to save your preferences, as seen in Figure 4 above.
5. To restore the default setting or cancel your preference selection, click the appropriate buttons, as shown in Figure 4.

Who to Contact for Help

For questions, concerns, or assistance in using the Portal, contact the EPA Customer Call Center at 1-866-411-4EPA or epacallcenter@epa.gov.